



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
20645	Southern Grampians Adult Education Inc.

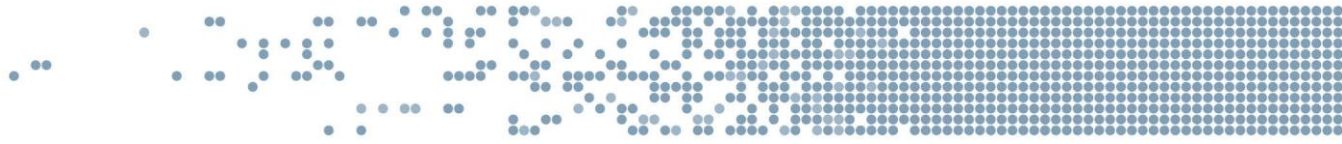
Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	817	282	34
Employer satisfaction			

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Response rates were similar to previous years with all learner cohort groups.



Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?

There was a high level of satisfaction with our courses and this was expressed in the comments provided by learners.

What does the survey feedback tell you about your organisation's performance?

Our organisation is performing well and most students are happy with the programs.

Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

Review of our assessment tools to allow more room for answers - converting them to fillable PDFs with unlimited fields. Review of facilities and pace of delivery to meet all student needs. Increased and improved provision of courses using technology

How will/do you monitor the effectiveness of these actions?

Student feedback and surveys throughout our courses. Development of PDF assessment tools and improved use of technology.